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NASUCA

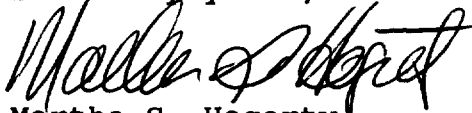
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Donna R. Searcy - FCC
June 4, 1993
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NASUCA urges the Commission to take action consistent with the Comments of NAAG in order to address these consumer problems.

Sincerely yours,

A handwritten signature in dark ink, appearing to read "Martha S. Hogerty", written over the typed name.

Martha S. Hogerty
President - NASUCA

Public Counsel
State of Missouri

MSH/bjr

Enclosure

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JUN - 8 1993

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

NATIONAL ASSOCIATION OF STATE UTILITY CONSUMER ADVOCATES

RESOLUTION

Urging that Congress, the FCC, FTC, and Applicable State and Federal Authorities Provide Necessary Consumer Protections Regarding the Use of 900 Numbers

- WHEREAS, the various NASUCA offices have become aware that many consumers have used 900 numbers in order to obtain certain services and have frequently not received the services advertised to be available or the services have turned out to be of little, if any, value;
- WHEREAS, consumers calling 900 numbers have often failed to understand the charges which would occur as a result of the use of such 900 numbers before they have incurred 900 number charges;
- WHEREAS, telephone subscribers have found that persons in their household have incurred substantial charges related to such 900 number calling without their authorization;
- WHEREAS, telephone subscribers are subject to the attempts of interexchange carriers ("IXCs") and local exchange carriers ("LECs") to collect 900 number charges and have been required to pay these charges, despite the fact that they have encountered problems similar to those listed above;
- WHEREAS, the Subcommittee on Telecommunications and Finance of the House of Representatives held hearings concerning H.R. 5671 on September 17, 1990, which concerns the regulation of audiotext communications technology and the provision of 90 number services;
- WHEREAS, regulatory authorities in certain states have begun to take action to protect consumers from 900 number abuses and, in particular, to insure that consumers do not lose their basic telephone service as a result of failure to pay 900 number charges;
- THEREFORE, BE IT RESOLVED that NASUCA supports the effective regulation of 900 number services at the state and federal level so as to prevent the misuse of such services and avoid the type of misrepresentation and unfair business practices as discussed, in part, above, and such regulation may include, but not be limited to, 900 number blocking without charge, no loss of telephone service other than, at most, access to 900 number service, effective advertising of 900 number charges in 900 number promotions, and 900 number call preambles disclosing such charges;

BE IT FURTHER RESOLVED that NASUCA urges the Federal Trade Commission ("FTC"), Congress, the Federal Communications Commission ("FCC") and any applicable state and federal authorities to take action so as to make certain that the consumer problems set forth above are effectively eliminated, or in the absence of such effective regulation, that IXCs and LECs should be restricted or prohibited from providing billing and collection services related to 900 number charges;

BE IT FURTHER RESOLVED that NASUCA members authorize its Executive Committee to develop specific positions consistent with the terms of this Resolution on legislation, regulations or any other type of proposal that concerns the subject matter of this Resolution, including the development of any policy papers reflecting NASUCA's position. The Executive Committee shall advise the membership of any proposed action prior to taking such action, if possible. In any event, the Executive Committee shall notify the membership of any action taken under this provision.

Approved by NASUCA:

Orlando, Florida
Place

November 13, 1990
Date

Submitted by:

NASUCA Telecommunications Committee

Committee Members:

Jack Shreve (FL), Chairman
Ron Binz (CO)
Doug Brooks (AZ)
David Conn (IA)
John Glynn (MD)
Martha Hogarty (MO)
Bob Johnson (IN)
Philip McClelland (PA)
Michael McRae (DC)
Richard McIntire (MN)
Phil Shapiro (NY)
Bruce Weston (OH)